

Position Title:	Volunteer Programs Education Specialist
Employment Classification:	Part Time, Hourly
Reports to:	Director of Education & Guest Experience Community Programs Manager
Department:	Education
Hourly Rate:	\$16.00 to \$18.00 per hour, non-benefited

JOB SUMMARY

The **Volunteer Programs Education Specialist** (or Volunteer Programs Specialist) is responsible for being a lead instructor in the Education Department. The Volunteer Programs Specialist will teach programs, assist with the management and training of staff and volunteers, animal handling, administrative duties, and customer service.

Other duties include, but are not limited to: ongoing volunteer management, development of docent and volunteer trainings, development of volunteer and docent team building opportunities, curriculum development, going to public outreaches, ordering of supplies for all departments, especially the Education and Volunteer Departments, and other duties that may arise for other education programs.

DUTIES AND KEY RESPONSIBILITIES

Lead Instructor

- Teach all education programs, including but not limited to school programs, school and library outreaches, camps, birthday parties, animal encounters, community outreaches, girl or boy scouts, overnights, discovery tables, and other interpretive programs.
- Work under minimal supervision and training.
- As one of several lead instructors, Education Specialists will be responsible for daily oversight of, teaching, training, and checking-off education instructors.
- Communicate any needs to the education leadership team, including supplies, curriculum changes, or other areas of improvement.
- Remain current on all animal trainings, protocols, and guest interpretations.
- Help in the development, writing, research, and expansion of existing and new programs as assigned.

Administration

- Provide administrative assistance to both the Education Department and other departments as needed.
- When assigned, answer the main telephone line and direct the caller to the proper department for further assistance.
- When assigned, manage mainline voicemail, company email, Education Department voicemail and email.
- When assigned, retrieve mail, order supplies, gift shop coverage, and other errands.
- Maintain filing systems and records, update spreadsheets, assist in data collection and input, and other administrative tasks.
- Be the lead coordinator on assigned programs (*see below*), including answering questions about the program with guests, taking reservations, making changes, communicating needs to various departments, etc. while assisting other education team members in the coordination of their respective programs as necessary.

Volunteer Programs

- Volunteer coordination including scheduling, acceptance of applications, maintenance of online system and records, training of staff and volunteers, supervising and directing volunteers, reports, and other volunteer tasks as assigned.
- Coordinate volunteer training schedules with animal care department; working closely with animal care staff to schedule and assess volunteers to be trained on specific animals as needed.
- Assist with the creation and distribution of the monthly volunteer e-newsletter.
- Assist with the creation and implementation of volunteer team-building and professional development opportunities, including but not limited to volunteer only hikes, kayaks, cleanups, field trips, and cross-organizational visits.
- Organizing, inventorying, and ordering supplies for Volunteer Department and/or Education Department, as needed.

Other Education Programs

- Lead instructor for the D-street Restoration project, a 2-year grant which hosts several community restoration events a year.
- Public outreach coordination and execution.
- Process registrations for other programs when necessary including school and outreach programs, scout programs, overnight programs, animal encounters, and other education programs.

QUALIFICATIONS**Required Qualifications**

- B.A./B.S. in Biology, Zoology, Education, Interpretive Education, or related field
- 2+ years experience teaching in a school, science center, zoo, nature center, or similar environmental focused program;
- 2+ years of instructing and coordinating school- and/or public-based audiences, including some work with volunteer programs and administrative experience;
- 1+ years experience in the care, training, enrichment and use of animals in interpretive programming within a zoological institution or museum;
- Have a working knowledge of endemic and exotic wildlife and ecosystems and/or coastal and wetland environmental issues.
- CPR/First Aid Certified.
- Proven ability to work cooperatively, enthusiastically, and promote a quality guest experience.
- Strong interpersonal and leadership skills; demonstrated ability to supervise and work with a variety of professionals and within team dynamics.
- Should be a proactive self-starter with the ability to work independently. Must be able to set priorities, solve problems, and be resourceful under pressure.
- Excellent written and verbal communications skills.
- A thorough knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook.

Other Preferred Skills

- Bilingual English/Spanish
- Knowledge of Adobe Creative Suite, Wordpress, Quickbooks, Outlook, Google Apps, Convergence, Volgistics, or other management programs
- Previous experience working with and/or managing volunteers and docents.

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

This position is a combination of an office job and out of office engagement of school children, guests, volunteers, media, community partners, and outreach events. Occasional driving to meetings and events. Physical requirements include standing, sitting, typing, bending and lifting up to approximately 50 lbs. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: This position requires varied, flexible hours. A typical schedule is **Wednesday - Sunday 8:00-4:30**, but can vary depending on events, meetings, and other opportunities.

This job description is intended as a guide to the general job responsibilities and is not inclusive of every duty the employee is expected to perform.

The Living Coast Discovery Center is an Equal Opportunity Employer

Please submit a resume and cover letter to Ashley Barron at ashley@thelivingcoast.org. Job will remain open until a qualified candidate is selected. Resume reviews and interviews will begin the first week of October.